

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Apprentice Housing Compliance Officer	<b>Grade:</b>		<b>Job Code:</b>	LCC
<b>Service/Team:</b>	Housing and Property	<b>Role Type:</b> <b>*Delete as appropriate</b>	FIXED 24 months	<b>Reports to:</b> <b>*Title &amp; LCC Code</b>	Senior Environmental Health Officer
<b>Line Manages:</b> <b>*Title/s &amp; LCC Code</b>	N/A				

Job Overview
<p><b>Overview</b></p> <ul style="list-style-type: none"> <li>To learn the role of a Housing Compliance Officer in Private Sector Housing, and develop appropriate skills by undertaking and successfully completing a Level 4 Regulatory Housing Compliance Officer apprenticeship.</li> <li>To tackle poor housing conditions in the private rented sector by undertaking a wide range of enforcement and advisory activities, such as inspections, assessments and investigations.</li> <li>To help make a positive difference to the lives of residents by ensuring homes are legal, safe and decent.</li> </ul>
Direct Responsibilities
<ul style="list-style-type: none"> <li>To undertake and successfully complete all required training, including the Level 4 Regulatory Housing Compliance Officer apprenticeship standard within an agreed period of time (Approx 18-24 months). Please note this training will consist of a mixture of face-to-face learning at a pre agreed location throughout Lancashire and online training;</li> <li>To learn the technical knowledge and skills required to ensure housing standards comply with relevant minimum standards and take appropriate enforcement action;</li> <li>To assist and support others to take appropriate formal and informal enforcement action and give advice;</li> <li>To assist and support others to conduct inspections and assessments and take appropriate follow up action to secure improved housing standards;</li> <li>To interact with the public and other agencies where sensitive and confidential information may be involved;</li> <li>To engage closely with stakeholders, community groups and partner agencies in promoting good quality housing and maximising public reassurance;</li> <li>To assist and support others to implement HMO, Additional and Selective licensing schemes as required, including inspecting properties and ensuring compliance with licensing standards by providing expert advice and enforcement;</li> <li>With supervision and training, to assist and conduct basic investigation and to assist in the preparation and collection of detailed case and prosecution files and where appropriate attend Court and Tribunals and present necessary evidence. Where appropriate give support to witnesses/victims.</li> <li>To maintain accurate records;</li> <li>To build and understanding of relevant policies and best practice;</li> <li>To build productive professional relationships and be a team player;</li> <li>To complete assigned tasks to deadlines set by Line Manager;</li> <li>To attend relevant meetings;</li> <li>To learn and develop communications skills to enable appropriate and effective communications with a range of audiences, including learning to be assertive in a way that is appropriate, fair and proportionate;</li> <li>To provide support and undertake such additional duties as required;</li> </ul>

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- To take a full and active role in the implementation of own training and personal development.
- To contribute to and demonstrate a commitment to relevant council policies and initiatives
- To ensure all work is carried out in a safe manner and that national and organisational Health and Safety policies are adhered to including risk assessments, method statements and safe working practices.
- Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.
- To interact regularly with internal colleagues, such as those within Housing, Planning, Conservation, Public Realm, Anti-Social Behaviour, Planning, Conservation, Environmental Health and Communications, and external stakeholders such as councillors, Lancashire Fire and Rescue Service, Lancashire Constabulary, Health and Social Care Services and other local authorities and any other individuals or groups as required.
- To record case information data and use IT systems as required.
- To provide high levels of customer service with affected people and communities, acting with impartiality and integrity.

### Primary Measurable Objectives

- Serve as an Apprentice Housing Regulatory Compliance Officer personally delivering individual case assessment, problem solving, intervention, regulation and reporting in the assigned duties and responsibilities.
- Successfully complete all required internal and external training including the Level 4 Regulatory Housing Compliance Officer apprenticeship standard within an agreed period of time.
- Provide a high standard of health and public protection and improvement, customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public reassurance.
- With supervision, manage and deliver a personal caseload and produce timely and effective results in advice, problem solving, investigations and enforcement.
- Maximise efficiency and service performance, making prompt and full use of the service's systems.
- Undertake routine service quality, capability and success measurement and monitoring, and participate actively in-service development and continuous improvement.
- To act as a professional officer responsible for improving private housing and in providing advice and professional assessments and reports.
- Interpret and apply legal standards relevant to the circumstances.
- Respond to service requests within the appropriate timescales and provide a high standard of customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public reassurance.

### Staff Management Responsibilities

- Not applicable

### Person Specification

Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
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<b>Specialised Qualifications &amp; Training</b>	<p>Commitment and ability to complete a Level 4 Regulatory Housing Compliance Officer apprenticeship</p> <p>GCSE in Maths and English at Grade 4-9 (or equivalent)</p>	<p>A Levels or equivalent qualifications, particularly in subjects such as Environmental Health, Science or Public Services</p>	<p>App Form, Interview, Certificate</p>
<b>Experience</b>	<p>Experience of working in a public facing role</p> <p>Experience of resilience in tough situations</p> <p>Awareness of housing standards legislation and future proposals, trends and issues relevant to the service area</p>	<p>Demonstrated interest in working in the public sector and improving housing standards for residents</p>	<p>App Form, Interview</p>
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<p>Awareness of the impact that bad housing can have on people's lives and health.</p> <p>Ability to use a range of standard IT packages and is able to produce clear reports and case records</p> <p>An investigative and analytical approach to problem solving</p> <p>Experience of planning, organising and prioritising workloads to satisfy performance targets and meet deadlines</p>	<p>Ability to influence, negotiate and encourage others to resolve conflict and deal effectively with challenging situations</p>	<p>App Form, Interview</p>

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<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<p>Excellent verbal and written skills with the ability to present information coherently and concisely to different audiences</p> <p>Ability to see tasks through to a successful conclusion to ensure objectives and deadlines are met</p> <p>Uses own initiative and demonstrates commitment</p> <p>Someone who represents our values and behaviours</p> <p>Ability to work independently with appropriate guidance from other Senior Officers</p> <p>Demonstrate a commitment to personal and professional development and learning</p> <p>Ability to recognise and manage customer expectations, handle complaints and to provide and receive feedback</p> <p>Ability to engage professionally with members of the public, key stakeholders and colleagues</p> <p>Ability to manage time effectively and prioritise tasks</p> <p>Willingness to learn how to maintain accurate records and documentation</p> <p>Enthusiastic about learning new skills and undertaking formal training</p>		App Form, Interview
<b>Special Requirements/Other</b>	Work with the team to provide office cover between 9am and 5pm.	A full current driving licence is desired.	App Form, Interview

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	<p>Where necessary, work outside normal office hours.</p> <p>Ability to travel to locations as the training will require you to travel to various sites throughout Lancashire and travel around the District for inspections and visits. This will include visiting a range of buildings and properties such as accessing loft spaces and uneven ground.</p>		
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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	